National Center for Care Coordination Technical Assistance
Pediatric Care Coordination Activities

Results of a nationwide effort to identify care coordination practices

In 2015, the National Center for Care Coordination Technical Assistance* (NCCCTA) conducted a nationwide environmental scan with the goal of identifying existing pediatric care coordination activities. Representing 35 states, 53 individuals participated in the effort and respondents self-identified as American Academy of Pediatrics chapter leaders, Title V Program staff, and maternal and child health (MCH) professionals. Key findings are below.

81% reported that providing/improving delivery of pediatric care coordination services was a strategic priority of their state

58% reported hiring staff to provide care coordination services to CYSHCN with funding from federal/state grants, capitated payments, and agency/pilot programs

67% reported their state/program/institution offers programs and trainings for developing care coordination capacity

87% said it was a strategic priority of their organizations or institutions

44% providing training had a state/program institution that utilized a formal curriculum

61% reported that their state/program/institution tracks care coordination activities and outcomes

73% were interested in being connected to others focused on care coordination capacity building and measurement

Respondents provided feedback on the successes and challenges they encounter with implementing pediatric care coordination capacity building and measurement activities. Key challenges and successes are below.

**Successes**

- **Financing:** Partnerships with Medicaid/commercial payers, Medicaid Targeted Case Management payments, financial incentives, and state amendments
- **Outcomes:** Improved communication, new collaborations, enhanced medical home certification, and hiring of additional staff
- **Training:** Development of training programs, enhanced curricula linked to standards and certification programs
- **Measurement:** Development of outcome measurement systems, utilizing EHR for data collection

**Challenges**

- **Financing:** Limited funding for team members; and training, payment issues
- **Communication:** Institutional barriers, data sharing and/or EHR practices that are not aligned
- **Capacity:** Lack of providers/staff available; lack of systematic training
- **Measurement:** Conflicting perspectives on valuable measurements, difficulties of collecting substantial data, lack of standardized methods of measurement

*The National Center for Care Coordination Technical Assistance (NCCCTA) is a partnership between the National Center for Medical Home Implementation and Boston Children’s Hospital Integrated Care Program. The mission of the NCCCTA is to support the promotion, implementation and evaluation of care coordination activities and measures in child health across the United States.*
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Respondents who said that their state/program/institution focused on care coordination capacity building and measurement provided details regarding the specific curricula and measurement tools they have been utilizing.

### Commonly Used Formal Curricula
- Maternal Child Health Bureau (MCHB)-funded Pediatric Care Coordination Curriculum (PCCC): Access [here](#)
- Bridge to Independence: Access [here](#)
- Strengthening Families Protective Factors: Access [here](#)

### Key Topics of Curricula
- Care Planning
- Team-based Care
- Advocacy Skills
- System Navigation
- Community Resources
- Measurement Strategies
- Transition to Adult Care
- Transformation/Quality Improvement Strategies
- Behavioral Health Integration
- Specialized Skill Development
- Medical Complexity Algorithms
- Financing/Policies/Regulations
- Care Coordination Definitions/Roles
- Chronic Disease Management/Self-care
- Authentic Family-Provider Partnerships

### Practical Components of Curricula
- Target audience
- Modes of implementation
- Financing mechanisms
- Faculty
- Evaluations

### Measurement Tools Utilized
- Data Collection via Learning Collaborative/Quality Improvement Initiative
- Staff Questionnaires
- Patient/Family Surveys
- Excel or Access Database
- Chart Review/EHR Metrics
- Proprietary Tools Available Publicly

**More Information:** A detailed version of this report is available through Hannah Rosenberg [hannah.rosenberg@childrens.harvard.edu](mailto:hannah.rosenberg@childrens.harvard.edu). Visit the NCMHI/NCCCTA website for assistance with identification, adaptation, implementation, and/or evaluation of care coordination tools. Email Ms Rosenberg and join the NCCCTA listserv to share and connect with others engaged in care coordination.